

CBYD Monthly Ticket Report

For period: May, 2026		
Total Inquiries (Tickets only)	24398	
Total Notifications	132445	
Ratio	5.43	
User Class Registrations		
Caller Affiliation	Qty	%
Contractor	196	22.07%
Member/Utility Owner	24	2.70%
Other	668	75.23%
Total	888	100.00
Inquiry Breakdown		
Routine	23254	
Emergency	1144	
Emergency Tickets by After Hours Service	22	
User Class Volumes		
Caller Affiliation	Qty	%
Contractor	18318	78.73%
Member/Utility Owner	3163	12.96%
Other	2917	11.96%
Total	24398	100.00
Inquiry Mediums		
Medium	Qty	%
Phone	2976	12.20%
Web	21422	87.80%
Total	24398	100.00

CBYD YTD Ticket Report

For period: January - December, 2026	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26	Total	%
Total Inquiries (Tickets only)	11006	8472	22395	27894	24398								94165	
Total Notifications	58650	46747	119417	149076	132445								506335	
Ratio	5.33	5.52	5.33	5.34	5.43								5.39	
User Class Registrations														
Caller Affiliation	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26	Total	%
Contractor	72	64	181	218	196								731	25.70%
Member/Utility Owner	36	21	106	84	24								271	9.53%
Other	60	32	319	763	668								1842	64.77%
Total	168	117	606	1065	888	0	0	0	0	0	0	0	2844	100
Inquiry Breakdown														
Routine	9603	7012	20877	26771	23254								87517	92.9%
Emergency	1403	1460	1518	1123	1144								6648	7.1%
Emergency Tickets by After Hours Service	79	79	43	30	22								253	0.3%
User Class Volumes														
Caller Affiliation	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26	Total	%
Contractor	7864	5785	16596	21254	18318								69817	74.1%
Member/Utility Owner	2165	1926	3401	3449	3163								14104	15.0%
Other	977	761	2398	3191	2917								10244	10.9%
Total	11006	8472	22395	27894	24398	0	0	0	0	0	0	0	94165	100
Inquiry Mediums														
Medium	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26	Oct-26	Nov-26	Dec-26	Total	%
Phone	1089	830	2452	3341	2976								10688	11.35%
Web	9917	7642	19943	24553	21422								83477	88.65%
Total	11006	8472	22395	27894	24398	0	0	0	0	0	0	0	94165	100